

Coordinator's Corner

Date May 2010

Volume 3 Issue2

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KEHP Information for Insurance Coordinators

is brought to you by the Department of Employee Insurance.

REMINDER: The email subject line is NOT encrypted.

- PHI should never be used in subject lines.
- Member's names should never be used in the subject line of emails.
- The subject line should only reflect the nature of the email
- Always include the word "confidential" in the subject line.
- If the email is in regards to a QE, the subject should be QE Confidential.
- If the email is regarding an incorrect term date, the subject should be Incorrect Term Date Confidential.

Are You Keeping the PHI Safe?

The importance of keeping your employees' Protected Health Information private

HIPAA violations are a major concern for our members as well as KEHP. Please remember that PHI should always be ENCRYPTED when

emailed . When sending a fax containing PHI to an unsecured fax machine you should verify that the recipient is available to receive the fax before sending the information. Many experts agree that sending unencrypted PHI through email or fax is a HIPAA violation punishable by fines. DEI must report all HIPAA violations of which the department becomes aware to the US Department of Health & Human Services. Monetary penalties for HIPAA violations range from \$100 to \$1,500,000 for repeated violations per year. The name, address, birth date, marital status, dependent information, and Social Security number of an individual is PHI when held by a group health plan and is subject to the HIPAA Privacy Rule.

Please do not send unencrypted emails containing ANY personal information to anyone in DEI. You may be reported as violating HIPAA regulations. For alternatives please refer to the suggestions in previous newsletter.

Inside this issue...

- **Star Coordinator**
See which IC was nominated for exceeding expectations
- **Reminders**
What you need to remember about Death QEs
- **Quick Reference Worksheet**



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* Please consider the environment before printing; if you need to print, please print double sided in black and white.





Julia Hughes
has been nominated as the
Star Coordinator.

As soon as the Administrative Manual was uploaded to the KEHP web-site she called the same day with questions. This alerted EIB that she is reading the Administrative Manual and uses that to make important decisions for the members' benefits. Although having varied responsibilities, Julia tries to stay abreast of the new changes affecting members' plans. Julia has been the Insurance Coordinator for the Cabinet of Family Health Services for the past three years. Congratulations Julia and DEI appreciates your hard work in caring for our members.

Motivational Quotes



"Life is not measured by the number of breaths we take,
but by the moments that take our breath away"

~ Maya Angelou

" Success is liking yourself, liking what you do, and liking
how you do it."

~Maya Angelou

NEW **Quasi Groups**

Co# 96691
City of Erlanger
505 Commonwealth Avenue
Erlanger, KY 41018
Contact Vickie Wyatt
(vlwyatt@ci.erlanger.ky.us)
Ph# 859-727-7957
Fax# 859-727-3103
Effective 6/1/2010

Co# 96690
Sanitation District #4
239 West Little Garner Road
Ashland, KY 41102
Contact: Cathy Pack
(sd4acctg@hotmail.com)
Ph# 606-928-3936
Fax# 606-928-2095
Effective 7/1/2010



Death QE Change

Effective 3/1/10, processing of the QE of death has changed.

For example:

If a member who has Parent Plus, Couple or Family coverage dies, the insurance will remain effective until the end of the month in which the death occurs and the full month premium must be paid.

- Member who has Family Cross-Reference plan dies on the 6th of the month
 - Family plan is effective until the last day of the month
 - Spouse picks up Parent Plus plan effective 1st day of next month
 - The IC should have the spouse complete a Drop Form or Update Form within 35 days of the date of death.

For Retirees, if a deceased member's dependent is eligible to continue coverage through KEHP, the new plan will be effective the 1st day of the month after member's death. The IC should have the dependent complete an Application within 35 days.

If a dependent dies at any time during the month, the plan will be effective through the end of that month and the entire month's premium will be due. If the dependent's death causes a change in the member's coverage level, that change will be effective the first day of the next month.

- Dependent child dies on the 12th
 - Member retains Parent Plus through the last day of month
 - Member picks up Single coverage effective 1st day of next month
 - IC should have the member complete an Update or Drop form within 35 days of the event date.

Note:

Teresa Shipley and Jeff Wiley will no longer have direct fax numbers. Please continue using the fax number for EIB at 502-564-1085. Remember this EIB fax number should only be used for Access to Cares.

FMB's (Financial Management Branch) and DAB's (Data Analysis Branch) fax # is 502-564-0715.

MSB's (Member Services Branch) fax # is 502-564-1085.



Death QE Change continued...

If a member who has Single coverage dies, insurance coverage will term on the date of death. If the member dies between the 1st and 15th, no premium will be due for that month. Any premium paid will be re-funded. If the member dies between the 16th and the end of the month, the entire month's premium must be paid.

A table which explains different possible scenarios for the death QE was included with the IC Memo 10-07 email. The table is also contained in the Administration Manual.

Flexible Spending Accounts and HRAs will term the date of death.

- If member dies between the 1st and 15th, half of the month's FSA or HRA deduction must be paid.
- If the member dies between the 16th and the end of the month, the entire month's deduction must be paid.

Appropriate QE update or application and supporting documentation must be submitted to EIB within 35 days of the death.

NOTE: Please refer to the chart outlined in your Administrative Manual available on the KEHP website for specific scenarios.

When you receive a Qualifying Event involving Loss or Gain of Medicaid, please have the employee complete the Medicaid Eligibility/Termination Form. If you need any assistance please do not contact the Medicaid office. Contact Kim Collins at 502-564-5532 and she will be the liaison for the issues around this Qualifying Event.

- When mailing Applications, Forms, or Support Documentation to EIB, please include a Transmittal Log Sheet. This will allow EIB to track your documents that have been received. As stated in the IC Memorandum 10-15, EIB will no longer mail copies of processed Transmittal Logs back to the individual agencies.
- When you send Applications, QE Add /Drop Forms, and Update Forms, please make sure you include your company number.
- Insurance Coordinators should enter Address Changes and Terminations on IC Web functions of Web Enrollment. Exceptions:
 - You will not be able to process Address changes and Terminations for members who are covered by a Cross Reference payment plan.
 - Return to Work Retirees

In these cases, the Coordinator must send a 2010 Health Insurance Update Form so that the Enrollment Information Branch can process.

Reminders

continued

- New Applications for KRS and KTRS have been posted on the KEHP website. You may print and use these revised applications. The Applications were revised to add lines for the member's address.
- Do not use the QE Add/Drop Form to start a Family Cross-Reference plan. The box that has Y/N is not for that purpose. It flags the processor that this QE is already a part of a Family Cross-Reference plan. If the member wants to start a Family Cross-Reference plan have the member fill out an Application and make sure all four signatures are on the back page.
- It is imperative that you check your Web IC functions under the KEHP website daily since there maybe some terminations as a result of the Dependent Audit.
- **Please do not send documents to EIB with information on the back page. The documents have to be scanned into Filenet and therefore are unable to be scanned if the document is two- sided. Send only one-sided documents to EIB.**
- Please refer all questions pertaining to the Dependent Audit to Chapman Kelly at :
 - Phone # (877)223-8478
 - Fax # (888) 688-2036
 - Web: www.mydependentcheck.com/KEHP

**** Your viewpoint matters. Please lend us your suggestions and viewpoints at pers.icviewpoint@ky.gov****

Quick Reference Work Sheet pg. 1

<p><u>QE Signature Date Rules:</u></p> <p>Birth: 60 days Adoption: 60 days Placement for adoption: 60 days Losing KCHIP: 60 days Gaining Medicaid: 35 days Losing Medicaid: 60 days Birth Plus: 35 Days Marriage: 35 Days Loss of coverage: 35 Days Gaining Other Coverage: 35 days Medicare: 35 days Legal Guardianship and court order: 35 Days Spouse/Retiree different open enrollment period: 35 days Divorce : 35 Days</p>	<p><u>Supporting Documentation required for the following QEs:</u></p> <p>Adoption Loss of coverage Gaining Other group coverage Medicare Medicaid Legal guardianship Court order Spouse/retiree different open enrollment period Divorce</p>	<p><u>No Supporting Documentation required for the following QEs:</u></p> <p>Marriage Birth Death Dependant ineligible Medicare (If sp is 65 or older) <u>New Employee</u> Member must sign up for benefits within 30 days of Hire. If member signed up 31-35 days after hire date, the enrollment form must be submitted to the Grievance committee</p> <p><i>Ex: If member hired on 05/01/2009 member has to sign new employee application by 05/31/2009.</i></p>
<p><u>QE Effective Dates:</u></p> <p>Birth and Adoption effective date will be event date.</p> <p><i>Ex: If baby is born on 05/04/2009 effective date will be 05/04/2009</i></p> <p>Marriage ,court order ,loss of coverage, Unmarried dependant re-establishes eligibility: First day of following month from signature dates</p>	<p><u>QE Term Dates:</u></p> <p><u>Death:</u> Single plan- Member died on 04/04/2010 Health Insurance will stop on date of death. Couple, Parent Plus, Family plan- Member died 04/04/2010 - Health Insurance will stop at the end of the month, on 04/30/2010.</p> <p><u>Death of Dependent:</u> Health Insurance will stop at the end of the month in which he/she deceased.</p> <p><u>Divorce and - Ineligible Dependents:</u> Ineligible dependents and/or spouses will be dropped from the plan at the end of the month of the QE date.</p>	<p><u>No plan option changes for these QEs:</u></p> <p>Cross reference begins Cross reference ends <u>Here are the Plan Options</u> Optimum PPO Capitol Choice Standard PPO Maximum Choice <u>What happens when cross-reference ends:</u> When a member who is part of a cross-reference plan becomes ineligible for benefits, the remaining member is automatically changed to parent plus. If the new parent plus plan holder fills out an add form within 35 days of the QE, the dropped member can be added to the plan If the member wanted to change to a Single plan, they must fill out a drop form within 35 days of the date the cross-reference plan is broken. (Proof of gaining coverage is not required)</p>

Quick Reference Work Sheet pg. 2

Termination Rules

If employment term date is 1st -15th of the month, Health Insurance term date will be 15th of that month.

Ex: If employee Termed on 04/06/2009 Health Insurance will end on 04/15/2009

If employment term date is 16th - 31st of the month the Health Insurance term will be end of that month:

Ex: If employee termed on 05/19/2009 ,insurance will end on 05/31/2009

Summer transfers

If school district employee fulfills their contract, they are eligible for insurance until 08/31/2010.

Member is responsible for employee contributions.

Ex: If member contract end date is 06/30/2010, member is eligible for insurance (or waiver HRA) until 08/31/2010.

Also, if member has an FSA they may choose to stop it on 06/30/2010 or 08/31/2010. You must send an update form to terminate the FSA with the preferred date.

School Boards, Health Departments, Quasi Agencies or Non 18A State Agencies who do not have a written LWOP policy which covers Health Insurance eligibility should follow the following Non 18A LWOP rules:

Non 18A LWOP Start

Rules:

If member went on leave 1st -15th of the month, Health Insurance will term on 15th of month.

Ex: LWOP start on 05/04 Health Insurance will term on 5/15.

LWOP starts 16th -31st of month Health Insurance will term on last of the month

Ex: LWOP start on 05/20 Health Insurance will term on 05/31.

HRA will term on same day member went on leave

Non 18 A LWOP End Rules

Member returning from LWOP or suspension must work at least one day in the CURRENT semi-monthly period to be eligible to receive the employer contribution for the current period.

Employee works at least one day between the (1st and the 15th of the) current month:

Health Insurance starts on the 1st of the current month.

Employee works at least one day between the (16th and the 31st of the) month:

Health Insurance starts on the 16th of the current month.

State Agencies covered under KRS 18A and Technical Schools should follow the following rules:

18 A and Tech Schools LWOP Start Rules

If member went on leave effective 05/04/2009 Health Insurance will end on 05/31/2009

Must have been paid/worked for at least 1 day in previous semi monthly pay period.

18 A and Tech Schools LWOP End Rules

If member return from leave 1-15 of the month Health Insurance will be effective 16th of the same month.

If member returns from leave 16 -31st of the month Health Insurance will be effective 1st day of the next month.

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<u>Chapman Kelly Ph. No.</u> 1-877-223-8478	<u>Changes in employee premiums due to QE</u>
<u>KRS Ph No. for ICS and members</u> 1-800-928-4646	If member goes from a Single or Waiver to a Parent Plus or Family due to a QE between the 1st and 15th, the member pays the new Parent Plus or Family premium for the whole month.
<u>KTRS Ph No. for ICS and members</u> 1-800-618-1687	But, if the QE event date is between the 16th and 31st, the member pays the new premiums for Parent Plus or Family for 1/2 of the month.
<u>Virgin Health Miles Ph. No.</u> 1-866-852-6898	
<u>KY Spirit Ph. No.</u> 1-877-597-7474	
<u>Ceridian Ph. No.</u> 1-800-877-7994	
<u>ESI Ph No.</u> 1-866-413-4135	
<u>Wellness Hotline Ph. No.</u> 1-877-KEHP-WELL	